# Freestate: Nala Local Municipality(FS185) - Schedule of Service Delivery Standards Table Final 2017

| Standard | Description | Service Level |
|---|---|---|
| **Solid Waste Removal** | | |
| | Premise based removal (Residential Frequency) | Twice a week |
| | Premise based removal (Business Frequency) | Twice a week |
| | Bulk Removal (Frequency) | Once a week |
| | Removal Bags provided(Yes/No) | No |
| | Garden refuse removal Included (Yes/No) | Yes |
| | Street Cleaning Frequency in CBD | Every Day |
| | Street Cleaning Frequency in areas excluding CBD | Twice a week |
| | How soon are public areas cleaned after events (24hours/48hours/longer) | 24 hours |
| | Cleaning of illegal dumping (24hours/48hours/longer) | 24 hours |
| | Recycling or environmentally friendly practices(Yes/No) | No |
| | Licenced landfill site(Yes/No) | Yes |
| **Water Service** | | |
| | Water Quality rating (Blue/Green/Brown/N0 drop) | Blue |
| | Is free water available to all? (All/only to the indigent consumers) | Only to the indigent consumer |
| | Frequency of meter reading? (per month, per year) | Per Month |
| | Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | Two Months |
| | On average for how long does the municipality use estimates before reverting back to actual readings? (months) | One Month |
| | *Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)* | |
| | One service connection affected (number of hours) | 2 Hours |
| | Up to 5 service connection affected (number of hours) | 10 Hours |
| | Up to 20 service connection affected (number of hours) | 2 days maxi |
| | Feeder pipe larger than 800mm (number of hours) | 5 Hours |
| | What is the average minimum water flow in your municipality? | 3 KPA |
| | Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | No |
| | How long does it take to replace faulty water meters? (days) | 1 Day |
| | Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | No |
| **Electricity Service** | | |

| Question | Answer |
|---|---|
| What is your electricity availability percentage on average per month? | 100 |
| Do your municipality have a ripple control in place that is operational? (Yes/No) | No |
| How much do you estimate is the cost saving in utilizing the ripple control system? | N/A |
| What is the frequency of meters being read? (per month, per year) | Per Month |
| Are estimated consumption calculated at consumption over (two month's/three month's/longer period) | Two Months |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | One Month |
| Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) | Immediately |
| Are accounts normally calculated on actual readings? (Yes/no) | Yes |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | No |
| How long does it take to replace faulty meters? (days) | 1 Hour |
| Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) | Yes |
| How effective is the action plan in curbing line losses? (Good/Bad) | Good |
| How soon does the municipality provide a quotation to a customer upon a written request? (days) | Same Time |
| How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | 21 days |
| How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) | 1 Day |
| How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | 2 Day |

### Sewerage Service

| Question | Answer |
|---|---|
| Are your purification system effective enough to put water back in to the system after purification? | Yes |
| To what extend do you subsidize your indigent consumers? | 100 |
| *How long does it take to restore sewerage breakages on average* | |
| Severe overflow? (hours) | 1 Day |
| Sewer blocked pipes: Large pipes? (Hours) | 12Hours |
| Sewer blocked pipes: Small pipes? (Hours) | 1 Day |
| Spillage clean-up? (hours) | 8 Hours |
| Replacement of manhole covers? (Hours) | 8 Hours |
| | 1 Day |

### Road Infrastructure Services

| Question | Answer |
|---|---|
| Time taken to repair a single pothole on a major road? (Hours) | 4 Hours |
| Time taken to repair a single pothole on a minor road? (Hours) | 2 Hours |
| Time taken to repair a road following an open trench service crossing? (Hours) | 1 Day |
| Time taken to repair walkways? (Hours) | 8 Hours |

## Property valuations

| | |
|---|---|
| How long does it take on average from completion to the first account being issued? (one month/three months or longer) | One Month |
| Do you have any special rating properties? (Yes/No) | Yes |

## Financial Management

| | |
|---|---|
| Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) | Decrease |
| Are the financial statement outsources? (Yes/No) | Yes |
| Are there Council adopted business process tsructuing the flow and management of documentation feeding to Trial Balance? | Yes |
| How long does it take for an Tax/Invoice to be paid from the date it has been received? | 30 Days |
| Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans? | Yes |

## Administration

| | |
|---|---|
| Reaction time on enquiries and requests? | Same Time |
| Time to respond to a verbal customer enquiry or request? (working days) | 1 Day |
| Time to respond to a written customer enquiry or request? (working days) | 7 Days |
| Time to resolve a customer enquiry or request? (working days) | 1 Day |
| What percentage of calls are not answered? (5%, 10% or more) | |
| How long does it take to respond to voice mails? (hours) | |
| Does the municipality have control over locked enquiries? (Yes/No) | Yes |
| Is there a reduction in the number of complaints or not? (Yes/No) | Yes |
| How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) | 1 Day |
| How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings? | Qurately |

## Community safety and licensing services

| | |
|---|---|
| How long does it take to register a vehicle? (minutes) | N/A |
| How long does it take to renew a vehicle license? (minutes) | N/A |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | N/A |
| How long does it take to de-register a vehicle? (minutes) | N/A |
| How long does it take to renew a drivers license? (minutes) | N/A |
| What is the average reaction time of the fire service to an incident? (minutes) | 30 Minutes |
| What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) | N/A |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | N/A |

| | |
|---|---|
| **Economic development** | |
| How many economic development projects does the municipality drive? | None |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | N/A |
| What percentage of the projects have created sustainable job security? | N/A |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | No |
| **Other Service delivery and communication** | |
| Is a information package handed to the new customer? (Yes/No) | Yes |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | No |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes |